GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:942
ANSWERED ON:27.07.2015
Railways Toll Free Number for Complaints
Dwivedi Shri Harish

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways provide any toll free number to the passengers on which they can lodge complaints during the journey in case of insecurity/inconvenience;

(b) if so, whether there is any plan to provide this number on their reservation tickets or on the mobile phones of the passengers through S.M.S.;

(c) if not, whether the Railways propose to provide such type of toll free number; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a) & (b): Yes, Madam. An all India 3-digit Help Line Number 138 has been provided for passengers, as public interface for queries/public complaints related to medical emergency, cleanliness, food catering, coach maintenance, linen etc. (except Security). This helpline number is printed on the reservation tickets (Passenger Reservation System Ticket).
In addition to the above, a 3-digit Security Help Line Number 182 has also been operationalised to provide round the clock security related assistance to passengers during their journey over Railways. However, this service is not available through Short Message Service (SMS).
(c)& (d): Do not arise.
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